



CAREGIVER HANDBOOK

for Caregivers in the
Consumer-Delegated Personal Care Services Program

Revised March, 2020

EVERY LIFE. EVERY MOMENT. EVERY DAY.



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Changes to Your Hours

Benefits are offered to caregivers based on their average hours worked each week. If you experience a change in your regular hours, and the change is expected to last for **more than 3 months**, please let us know! You only need to inform us of the change if your hours will switch **between** these categories:

- Full-time (30+ hours/week)
- Part-time (10-29 hours/week)
- Less than 10 hours/week

Examples of when to contact Consumer Direct:

- 1) You have been working about 15 hours/week. You picked up a new permanent client and will now be averaging around 32 hours/week for the foreseeable future.
- 2) You have been working around 20 hours/week, but are switching over to a back-up caregiver.
- 3) One of your clients discharges from services, reducing your weekly hours from 38 to 22, and you are not interested in picking up a new client.

Examples of when you do **NOT** need to contact Consumer Direct:

- 1) Your hours have increased from 16 hours/week to 25 hours/week. Since you are not switching between benefit categories, no action is required.
- 2) You have been working about 20-25 hours/week, but have been working more for the past few weeks to cover for another caregiver. Since this change is not expected to last for more than 3 months, no action is required.
- 3) You typically work 32 hours/week, but your client has been admitted to the hospital. This is not a permanent change, so no action is required.
- 4) One of your clients discharges from services, reducing your weekly hours from 38 to 22. You find another client 2 months later, and your hours return to 38 hours/week. The change did not last more than 3 months, so no action is required.

You may experience a change in your hours that was supposed to be temporary, but ends up lasting longer than 3 months. In these instances, please contact us to let us know your new weekly hours.

WELCOME!

This Handbook has been prepared to help you get acquainted with our Company. It should answer many of your initial questions about general operating procedures associated with Consumer Direct Care Network New Mexico (CDCN).

Our goal is to provide the finest quality services to all of our customers in an efficient and productive manner. If anything contained in this Handbook is unclear, please discuss your questions with your Regional Coordinator, Scheduler or a Human Resources Associate.

We are proud of the success of CDCN. It is our belief that these accomplishments are the result of dedication, hard work and good communication.

We hope that you will find your association with CDCN a rewarding experience.

MISSION STATEMENT

Provide quality service to individuals and families so they can remain in their homes and communities.

Consumer Direct Care Network New Mexico Contact Information

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IMPORTANT NOTICE TO EMPLOYEES

The policies, procedures and programs outlined in this Handbook are designed to serve as guidelines to acquaint employees with information regarding their employment.

No policy or provision in this Handbook is intended to create an express or implied contract binding the employee or CDCN to an agreement of employment for a specific period of time. The employer can terminate at any time during the probationary period (first 180 days) for any reason, with or without cause or notice.

CDCN reserves the right, in its sole discretion, to supersede, modify, revoke, suspend, terminate, revise, or deviate from the policies, procedures, guidelines and programs and information in this Handbook as circumstances or situations warrant, in whole or in part, at any time with or without cause.

No representative or agent other than the State Director or Human Resources Director can authorize or sign an employment agreement contrary to the above terms or otherwise make any binding offer of employment for a specific term. To be effective, any agreement altering the terms and provisions of this Handbook must be in writing and signed by the State Director or Human Resources Director.

Employees are responsible for familiarizing themselves with the information in this Handbook and to seek verification or clarification of its terms or guidance when necessary. Employees should consult their supervisor or CDCN State Director if they have any questions that are not answered in this Handbook. This Handbook supersedes and replaces all previous versions.

Purpose of Personal Care Services (PCS)

Medical Assistance Division Managed Care Policy Manual

Personal Care Services (PCS) have been established by the New Mexico Human Services Department (HSD) Medical Assistance Division (MAD or Medicaid) to assist individuals 21 years of age or older who are eligible for full Medicaid coverage and meet the nursing facility (NF) level of care (LOC) criteria. This Policy describes PCS for consumers (**also referred to as a Member**) who meet NF LOC because of disability or functional limitation and need assistance with certain ADLs and instrumental activities of daily living (IADLs).

The Managed Care Organization (MCO) determines medical LOC for PCS eligibility upon initial application and at least annually thereafter. Medicaid-eligible individuals may contact the appropriate MCO to apply for PCS.

The goals of PCS are to avoid institutionalization and to maintain the consumer's functional level and independence. Although a Member's assessment for the amount and types of services may vary, PCS are not provided 24 hours a day.

PCS is a Medicaid service, not a Medicaid category of assistance, and services are delivered pursuant to an Individual Plan of Care (IPoC). PCS include a range of ADL and IADL services to consumers who meet NF LOC because of a disability or functional limitation(s). Consumers will be assessed for services at least annually, or more frequently, as appropriate. PCS will not include those services for a task the individual is already receiving from other sources such as tasks provided by natural supports. Natural supports are friends, family, and the community (through individuals, clubs and organizations) that are able and consistently available to provide supports and services to the consumer. The Comprehensive Needs Assessment (CNA) is conducted pursuant to the managed care service agreement. The CNA is performed by the MCO and determines the amount and type of services needed to supplement the services a consumer is already receiving including those services provided by natural supports. PCS must be related to the individual's functional level to perform ADLs and IADLs as indicated in the CNA.

PCS providers will use the HSD approved Electronic Visit Verification (EVV) system to record date and time for provided PCS.

Non-Emergent Care

The Consumer-delegated PCS is a non-emergent care program. Any acute medical or potentially risky health situations should be reported to a physician or, as appropriate, to the local emergency service such as 911.

Personal Care Attendant (PCA) Responsibilities

Medical Assistance Division Managed Care Policy Manual

PCAs providing PCS for consumers (Member) must comply with the following responsibilities and requirements:

- The PCA must be hired by CDCN.
- The PCA cannot provide paid services through PCS if the Member is the PCA's spouse.
- The PCA must provide CDCN with proof of and copies of their current valid state driver's license or current valid state photo ID.
- If the PCA will be transporting the Member, the PCA must have a valid driver's license and current motor vehicle insurance policy.
- The PCA must be 18 years of age or older.
- If the PCA is the Member's legal representative, prior approval has to be obtained from the MCO before the PCA may be hired for services provided for said consumer.
- The PCA must pass a nationwide PCA criminal history screening. CDCN will pay for the PCA criminal history screening.
- The PCA will not be under the influence of drugs or alcohol while performing PCS. If the PCA does not comply, the PCA will be terminated immediately.
- The PCA cannot be the Member's representative, unless the PCA is also the legal representative and has received approval from the MCO to provide PCS.
- If the PCA is a member of the Member's family, the PCA may not be paid for services that would have otherwise been provided to the consumer.
- If the PCA is a member of the Member's household, the PCA may not be paid for household services, support services (shopping and errands), or meal preparation that are routinely provided as part of the household division of chores, unless those services are specific to the consumer (i.e., cleaning Member's room, linens, clothing, and special diets).
- The PCA may not act as the Member's legal representative, in matters regarding medical treatment, financial or budgetary decision-making, unless the PCA has documentation authorizing the PCA to act in a legal capacity on behalf of the consumer.
- The PCA must follow current recommendations of Department of Health (DOH) and Centers for Disease Control (CDC), as appropriate for preventing the transmission of TB.
- The PCA must complete 12 hours of training and successfully pass a written PCA competency test within the first three months of employment with at least 80 percent correct.
- The PCA must complete 12 hours of training annually.
- Additional training when required.
- The PCA must obtain certification of CPR and first aid training within the first three months of employment, and the PCA must maintain certification throughout the entire duration of providing PCS.

The PCA must complete the tasks and only those tasks in accordance with the Member's IPoC.

Consumer Direct Care Network Responsibilities

- Complying with all federal, state, and local laws, and Medicaid regulations, policies and procedures.
- Verifying each month that Members are eligible for full Medicaid coverage.
- Verifying Members will not be receiving services through other Medicaid programs that would disqualify them from PCS.
- Develop an IPoC based on the completed Comprehensive Needs Assessment (CNA) or PCS allocation tool sent to the PCS agency by the MCO and services authorization, task list, and consideration of natural support. The IPoC has a specific description of the PCA's responsibilities including tasks to be performed by the PCA(s) and any special instructions related to maintaining the health and safety of the member.
- Scheduling PCAs to provide service in the Member's home according to the IPoC.
- Ensuring that PCAs pass an initial criminal background check; and prior to hire and annually thereafter, checking that attendants are not listed on the Employee Abuse Registry.
- Ensuring that PCAs are qualified and trained to meet PCS program requirements.
- Ensuring that PCAs are not the Member's spouse and verifying that if a Member has elected their Legal Guardian or Personal Representative as a PCA, that prior approval is obtained from Medicaid or its designee.
- Ensuring PCAs use the state's Electronic Visit Verification (EVV) system to record and document hours of service performed in the Member's home.
- Obtaining a signed agreement by each PCA in which they agree not to provide program services while under the influence of drugs or alcohol and that immediate termination may result if such an event should occur.
- Documenting in the Member's file the status of legal and/or personal representatives.
- Conducting monthly face-to-face visits in the Member's home to review the Member's IPoC, identify health and safety issues, and review quality of care received.
- Passing random and targeted audits conducted by Medicaid.
- Processing all claims for program services.
- Maintaining records which fully document the extent, nature and duration of services provided to the Member.
- Submitting written incident reports to MAD, on behalf of the Member, for any reportable incidents including abuse, neglect, exploitation, environmental hazards, law enforcement intervention, emergency services, or death.
- Report concerns of fraud, abuse, neglect, and exploitation to Medicaid Fraud or Adult Protective Services.
- Maintain an accessible and responsive 24-hour communication system for Members to use in emergency situations to contact the Agency.

- Provide written notification to the Member's MCO if Agency believes that a new assessment of service needs is warranted due to a Member's improved or declining health condition.
- Keep information concerning the Member confidential in accordance with HIPAA.

OVERVIEW OF HUMAN RESOURCES STANDARDS & DEFINITIONS

NON-DISCRIMINATION IN EMPLOYMENT

CDCN complies with federal and state laws regarding non-discrimination in employment. Applicants are considered for employment and hired without discrimination because of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, military status, or any other characteristic protected by law.

EQUAL OPPORTUNITY EMPLOYMENT

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at CDCN will be based on merit, qualifications, skills and abilities. CDCN provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, military status, or any other characteristic protected by law.

Applicants or employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

AMERICANS WITH DISABILITIES ACT (ADA) AND ADA AMENDMENTS ACT (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that, when needed, provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of CDCN to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

CDCN will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to CDCN. Contact the Human Resources Department with any questions or requests for accommodation.

HIRING - Requirements

- 18 years of age or older

- Completed Application
- Valid New Mexico Driver's License or State photo ID
- Interview
- Pass Nationwide PCA Criminal History Screening
- Pass Employee Health Questionnaire
- Pass Office of Inspector General Inquiry
- Negative TB test

COMMUNICABLE DISEASES

Communicable diseases are regarded as physical disabilities. CDCN will not discriminate against any applicant or employee who has a communicable disease; however, reasonable demands of a job/position may render an applicant or employee ineligible for employment. CDCN will evaluate all factors after obtaining the reasonable medical judgment of health officials, and will evaluate the nature, duration, and severity of the risk of any communicable disease to determine if an individual is qualified for employment.

HARASSMENT/SEXUAL HARASSMENT

CDCN believes that you should be provided with a working environment free from harassment. All forms of harassment, including any degrading work assignments, words, or actions toward an individual or an individual's race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, or any other characteristic protected by law are prohibited. It is specifically emphasized that sexual harassment in any form is expressly prohibited.

CDCN encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of CDCN to promptly and thoroughly investigate such reports. The nature of harassment often makes it impossible to detect unless the person being harassed registers his or her discontent with the appropriate authorities. You have a **responsibility to report or complain** as soon as possible to your appropriate supervisor, or the Human Resources Director. Such reports can be made without fear of reprisal.

Any employee who is found to have engaged in harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

One form of prohibited harassment is sexual harassment. As defined by the U.S. Equal Employment Opportunity Commission (EEOC), unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature can constitute sexual harassment when any of the following occur:

- The conduct implicitly or explicitly affects an individual's employment.
- The conduct unreasonably interferes with an individual's work performance.
- The conduct creates an intimidating, hostile, or offensive work environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Examples of prohibited sexual harassment include, but are not limited to:

- Sexual flirtations, touching, advances, or propositions.
- Verbal abuse of a sexual nature.
- Graphic or suggestive comments about an individual's dress or body.
- Sexually degrading words to describe an individual.
- The display of sexually suggestive objects or pictures, including nude photographs.

Any employee who is found to have engaged in sexual harassment of another employee will be subject to appropriate disciplinary action, up to and including termination.

RETALIATION

No one employed by CDCN will retaliate against any applicant, employee, or past employee for opposing unlawful discriminatory practices, filing a discrimination complaint or participating in any other manner in a discrimination proceeding.

LICENSING STANDARDS / REGULATIONS

CDCN and its employees may be governed by certain regulations and licensing requirements. You must be knowledgeable of, and abide by, all regulations and professional standards applicable to your position. You are responsible for staying current with all laws pertaining to any professional licensing. You may request assistance from Human Resources to meet necessary requirements.

PROBATIONARY PERIOD

For each new employee and/or current employee who moves to a new position or is rehired, the first one hundred eighty (180) days are a probationary period. This period is established as a time of adjustment for you to learn the job requirements and work rules. During this time you may be terminated with or without cause, so long as it doesn't violate State law. CDCN reserves the right to extend an employee's probationary period up to an additional ninety days (90), to give the employee an opportunity to achieve satisfactory performance. Any significant absence shall automatically extend a probationary period by the length of the absence.

CORE EMPLOYEE

A core employee is an employee working under an individual employment contract. They will be hourly. In addition to providing regular Member services, a Core PCA performs on-call duties and other administrative tasks, as requested. Refer to the Core PCA job description for a complete description of the requirements for this position.

REGULAR FULL-TIME EMPLOYEE

A regular full-time employee is hired to work at least thirty-six (36) hours per week.

REGULAR PART-TIME EMPLOYEE

A regular part-time employee is hired to work ten (10) to thirty-five (35) hours per week.

TEMPORARY EMPLOYEE

A temporary employee is hired for a stated or specific term of employment of less than one (1) year. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary workers are not eligible for company benefits unless specifically stated otherwise in company policy or are deemed eligible according to plan documents.

CASUAL EMPLOYEE

A casual employee is hired to work less than ten (10) hours per week.

WAGE AND SALARY

You will receive a rate of pay commensurate with your job position. Consideration for pay adjustments will be at the discretion of your supervisor.

PAY PERIOD / PAY DAY

Employees are paid on a bi-weekly basis. Generally, pay days occur every other Friday. Some pay dates may occur earlier due to holidays. See CDCN's Payroll Schedule for a listing of current year pay days.

EMPLOYEE NAME BADGE

Every employee will be given a name badge and it is mandatory that it be worn at every scheduled shift. Upon termination or resignation from employment with CDCN, the employee must return their name badge.

HOURS OF WORK

Regular office hours are from 8am to 5pm, Monday through Friday. CDCN's field services run 24 hours a day, seven days a week. Work periods may vary from assignment to assignment and may require overtime. Each non-exempt employee is required to know his/her work schedule and be in attendance, as assigned. Exempt employees are expected to meet the requirements of their jobs, which may necessitate varied hours of work.

RESIGNATION

A resignation is the voluntary decision of an employee to terminate employment with CDCN. A written notice of resignation should be given to the employee's supervisor two (2) weeks prior to the anticipated termination date.

After an employee provides resignation notice, the supervisor can release the employee from the job *prior* to the anticipated termination date, as allowed by state and federal law.

LAYOFF / REDUCTION IN STAFF

If a reduction in staff becomes necessary, CDCN will give full consideration to skills, aptitudes and past work performance in determining work force adjustments. All rehired employees will be classified as new hires.

FINAL PAY

When you voluntarily terminate (resign) your employment, your final pay will be issued on the next regularly scheduled payday. If your employment is terminated by CDCN, your final pay will be issued within 5 days of termination. Late or incorrect timesheets will delay your final pay check.

NOTE: All CDCN property must be returned at the time of separation.

PAYROLL REPORT REQUESTS

Employees are responsible for keeping all paystubs provided to them by CDCN. If payroll information is needed and the stub cannot be found, the employee must make a written request to:

Consumer Direct Care Network
100 Consumer Direct Way
Missoula, MT 59808-5037
ATTN: Payroll

or email: TaxDepartment@ConsumerDirectCare.com

Phone calls are not acceptable.

Processing payroll requests through the Payroll Department may take up to 30 days. Results of the request will be sent to the appropriate 'branch' office. Only the employee making the request will be allowed to pick up the request response at the branch office, and will be required to sign that they received the requested information. The Missoula office will monitor all payroll requests, and employees who continually make such requests will be counseled by their supervisor, which could result in disciplinary action.

TIME OFF REQUESTS

Requests for time off (vacation, etc) must be made 30 days in advance and need approval from a Scheduler or Regional Coordinator.

MEAL PERIODS

There is no federal or state law requiring employers to furnish employees with breaks. An unpaid meal period may be provided for employees who work eight (8) hour periods and will be at or near the middle of the work period. Meal periods, which require any attention to work assignments, will be counted as working time.

TARDINESS

Reporting to work on time is required. "On-time" is defined as being properly dressed and prepared to begin work at the start of the scheduled work period. There will be no compensation for tardiness for non-exempt employees. Excessive tardiness is cause for disciplinary action. Excessive tardiness is defined as two (2) times in a calendar month or six (6) times in any part of a twelve (12) month period.

ATTENDANCE / ABSENTEEISM

Regular attendance is required. When it is necessary to be absent, you must notify your supervisor as far in advance as possible, or at least 2 hours prior to a scheduled work period. Irregular attendance, unexcused or unreported absences cause disruption to CDCN and are unacceptable. All employees are required to notify their supervisor in the event they will be absent. A reported absence is one in which an employee notifies their supervisor that they will be away from work – either a partial, full or consecutive day away from work for a given cause. An unreported absence is one in which an employee does not notify their supervisor that they will be away from work – either a partial, full or consecutive day away from work. An unexcused absence is one in which an employee requests, but is not granted, time away from their assigned work schedule or fails to report to work. An unexcused or unreported absence for three (3) consecutive workdays will be considered a voluntarily resignation without notice. Excessive reported and/or unreported absences are subject to disciplinary action up to and including termination.

INFORMATIONAL MEETINGS / TRAININGS

On certain occasions you may be required to attend meetings to receive information regarding workplace policies, safety procedures, product and business information or other pertinent information. Each PCA is required to complete twelve (12) hours of training annually.

PERSONNEL INFORMATION

For accurate administration of your wages and benefits, and for compliance with federal and state regulations, it is necessary that current and accurate personnel records be maintained. This information is also imperative in the event you must be reached for an emergency or available work. If there are changes, or if you observe or are aware of any errors in your personnel records, please notify your supervisor immediately. Falsification of any personnel information is cause for termination.

TIME REPORTING

All PCAs are required to clock in and out using the Electronic Visit Verification (EVV) system. Time must be accurately reported. It is your responsibility to call into the EVV system when your shift starts and ends. Please pay close attention to the Fraud section under Code of Conduct in this Handbook when reporting time worked.

Portal-to-Portal Timesheets

CDCN offers Portal-to-Portal payment if the PCA qualifies. Portal-to-Portal time is the time that it takes to travel from one Member's residence after providing PCS to the next Member's residence to provide PCS. If you feel that you qualify for Portal-to-Portal time or would like more information on Portal-to-Portal, please contact your supervisor. A Portal-to-Portal timesheet must be correctly completed to receive payment for Portal-to-Portal time.

Core PCA Time Submittal

Core PCAs may work as regular PCAs to deliver PCS, as backup PCAs, and as admin staff delivering admin services for CDCN, as required. A CDCN Admin timesheet must be submitted

for time worked in an admin capacity. If preapproved to be on-call, a CDCN On-Call timesheet must be submitted for on-call time. The EVV system must be utilized when providing PCS.

OVERTIME

Employees will be paid overtime per state law. **Management must approve all overtime in advance.** Excessive logging of overtime, particularly unapproved overtime, will be cause for disciplinary action, up to and including termination.

DEDUCTIONS

Each paycheck will have certain deductions from the gross pay:

1. Those required by law. All required deductions are made on gross pay.
 - a. State and Federal Withholding Taxes
 - b. Social Security Contributions (FICA)
 - c. Court-Mandated Withholdings
2. Optional: Those authorized by the employee and approved by management.

PERFORMANCE EVALUATION

Your job performance may be evaluated periodically for the purpose of determining your standard of performance in relation to the job position requirements, workplace rules and regulations. Performance reviews may be ongoing through verbal feedback received from the employee's supervisors and internal and external customers.

EDUCATION

Each employee is responsible for completing assigned courses annually to meet the required 12 hours of annual training.

DISCIPLINE / TERMINATION

The initial step in any CDCN disciplinary action is counseling with the employee. The counseling will be handled by the Regional Coordinator, State Director, and/or the Human Resources Department, depending on the seriousness of the circumstances. Employees will be given an opportunity to improve their behavior or performance. If the unacceptable behavior or poor job performance continues, more serious action may be taken, up to and including termination. CDCN has an Internal Grievance process for employees who disagree with any disciplinary action taken against them.

INTERNAL GRIEVANCE PROCEDURE

If an employee has a problem or complaint that cannot be resolved with their immediate Supervisor, the employee may present a written statement of their complaint, problem, suggestion or grievance to CDCN's Human Resources Department. The Human Resources Director will consider the written statement and take such action as deemed appropriate.

If an employee wishes to appeal discharge, layoff, or a change in working conditions, they must present a written statement to the Human Resources Director within ten (10) days after the employee is informed of the discharge or change in the working condition. The written statement should contain the facts the employee believes should be considered and shall state

the resolution the employee believes is appropriate. The Human Resources Director shall consider and advise the employee or former employee of the final decision regarding the employee's complaint or grievance within ninety (90) days of the employee initiating the process.

DRESS CODE - PCA

It is the policy of CDCN to set guidelines for appropriate attire for all PCAs in order to present a professional image to Members, families, and physicians.

General Guidelines

- PCAs must always wear a name badge.
- PCAs should avoid wearing long necklaces or dangling earrings or bracelets (safety issue for staff as well as Members, and is especially important when dealing with anyone who could become immediately combative, such as individuals with dementia).
- Fingernails should be kept at appropriate length in order to avoid potential injury to Members during personal care, transfers, etc. (nails are too long if they appear over the tips of fingers when looking at the palm of the hand). Hair should be neatly combed and clean--if working with a combative Member or one who has the potential to become so, hair should be worn "up" so it's out of harm's way.
- Footwear must be clean and professional. No open-toed shoes, sandals, flip-flops or any beach type footwear. Athletic shoes may only be worn if they remain **clean** and in good repair.
- Athletic attire and jeans are discouraged but may be discussed with your immediate supervisor on a case-by-case basis if warranted by job duties or condition of Member's home. Halter-tops, tank tops (except when worn with another less revealing top), beachwear and miniskirts are prohibited. Also specifically prohibited are outfits that reveal bare midriffs, cleavage, underwear, or the cleft of the buttocks.
- Visible body piercings, other than ear piercings, are not allowed. They must be removed while providing care to any of CDCN Members. This is a health and safety issue affecting both the Member and the PCA.
- Scrubs are allowable.

Any employee, if circumstances warrant, may be sent home (without pay) to correct unacceptable appearance.

EMPLOYEE BENEFITS

Various employee benefits may be available to you, including vacation, holidays and optional insurance programs. Eligibility is dependent upon job classification and plan requirements.

INSURANCE

Unemployment and Workers' Compensation Insurance are provided by CDCN and cover all employees. If you are injured on the job you MUST report such injury and/or accident to your supervisor immediately. Failure to immediately report an injury could cause a claim to be delayed or denied. All injuries whether work-related or not, MUST be reported to CDCN's Risk Manager. See Employee Injury Reporting.

HEALTH INSURANCE FOR DIRECT HEALTHCARE WORKERS

PCAs working 30 hours per week or more are eligible for health insurance on the first of the month following/coinciding with a 30-day waiting period. Notice of eligibility and enrollment information will be mailed or emailed to PCAs meeting the eligibility requirements.

If you participate in the Consumer Direct Health Plan, you are entitled to receive certain information about our benefits as required by the Employee Retirement Income Security Act of 1974 ("ERISA"). Consumer Direct intends to provide this information to you via electronic delivery. The information sent electronically will include, but may not be limited to:

- Summary Plans
- Summaries of Material Modification
- Summaries of Benefits and Coverage
- Summary Annual Reports
- Annual Notices

These documents will be furnished to you as an attachment to an email sent to the email address you specify to us. The attachment will be in PDF format. To access the email and attached document, you must have: (1) a computer or smartphone with internet access; (2) a program installed on that computer or smartphone allowing you to send and receive emails (such as Internet Explorer or Google Chrome); and (3) Adobe Acrobat Reader installed on your computer or smartphone allowing you to open and read the document. Please keep a copy of the email and any attached documents for future use. You must be able to either (1) print a copy on a printer attached or linked to the computer or smartphone; or (2) save a copy in electronic form to your computer's or smartphone's hard drive, or on an external drive (e.g., on a flash drive).

NOTE: If any of these requirements or delivery methods change in a way that creates a material risk that you may no longer be able to access and retain electronically transmitted documents, we will furnish you with notice and a request that you provide a new consent.

You have a right to receive a paper version of any electronically transmitted document at no charge. Please contact Consumer Direct Human Resources at InfoBenefits@consumerdirectcare.com or 844.360.4747 to obtain a paper copy.

To update your email address, you must notify Human Resources in writing at Consumer Direct, 100 Consumer Direct Way, Missoula, MT 59808 or via email at InfoBenefits@consumerdirectcare.com with “Change in Email Address for Electronic Disclosure” in the subject matter line.

HOLIDAY BENEFIT for CASUAL EMPLOYEE

After six months of service with CDCN, casual employees will receive holiday pay for **regular hours worked** on the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Holiday pay will be paid at a rate of time-and-one-half of regular wages.

HOLIDAY PAY for CORE PCA

Holiday pay will be reflected in all Core PCA contracts.

FAMILY AND MEDICAL LEAVE ACT OF 1993

The Family and Medical Leave Act (“FMLA”) became effective August 5, 1993. It applies to employers with 50 or more employees within a 75-mile radius. The policy of CDCN is to balance the demands of the workplace with the needs of families of employees by allowing an eligible employee to take reasonable leave for legitimate medical reasons, as stated in the FMLA regulations.

Eligibility Requirements:

- The employee must have been employed by CDCN for at least twelve (12) months.
- The employee must have worked at least 1250 hours with CDCN during the previous 12-month period.

Leave Requirements: FMLA provides that an eligible employee (see above) shall be entitled to a total of twelve (12) weeks of leave during any 12-month period for any of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son or daughter, or parent, who has a serious health condition; OR
- For a serious health condition that makes the employee unable to perform their job. A medical release from the employee’s physician is required to return to work.

The law provides for a 30-day advance notice from the employee (when possible) to the employer when applying for FMLA leave. The law also requires specific forms be completed by both the employee and the employer. A poster explaining your rights under this law is posted on the employee bulletin board in each CDCN office. Please contact your supervisor for specific details regarding eligibility, and/or to get a copy of the form.

MILITARY LEAVE

Military leave shall be governed by Federal law.

MATERNITY LEAVE

Maternity leave shall be governed by State law.

LEAVES OF ABSENCE

After completion of one year of employment, unpaid leaves of absence, not to exceed ten (10) working days, may be granted for bona fide reasons, or for other reasons mutually agreed upon with CDCN. All leave is to be requested in writing to CDCN, stating the start and end dates of the leave of absence.

Upon expiration of the leave, or upon notification by the employee to CDCN of intent to return, the employee will be returned to the next available job opening in their classification. If an employee on leave does not report upon the expiration of the leave, or any extension authorized by CDCN, the employee shall be considered as having voluntarily resigned.

FUNERAL LEAVE / EMERGENCY LEAVE

This is decided on a case-by-case basis. Please submit your request to your immediate supervisor. Every attempt will be made to accommodate employees following the death of an immediate family member.

JURY DUTY / WITNESS

CDCN will follow all local, state, and federal laws to allow employees to serve on juries. If you are excused from duty early, or are not required to be present in court, you are expected to return to work. You shall notify your supervisor as soon as possible after you receive notice of jury duty. If your absence would result in a hardship on CDCN, we may petition the court to excuse you from jury duty.

ILLNESS / DISEASE

There will be no adverse employment action against an employee based solely on their medical condition. Employees with infectious diseases may be reassigned if the safety of co-workers or Members is in question. Any employee's refusal to work with an afflicted co-worker may be cause for disciplinary action. A violation of any Member or employee confidential health files/medical conditions will be cause for disciplinary action.

SAFETY & INJURY REPORTING

CDCN is committed to safety in all areas of the Company and its goal is to comply with the Occupational Safety & Health Act of 1970 (OSHA). This Act requires that employers provide a safe and healthful working environment and that employees comply with occupational safety and health standards and all rules, regulations and orders contained within the Act which are applicable to their own actions and conduct.

We believe that safety must function as an integral part of, and in no manner separated from, the operation of the Company. In recognition of this and in the interest of prudent management practices, CDCN's goal is to:

- Maintain a safe and healthful working environment.
- Consistently adhere to proper operating practices and procedures which are designed to prevent injury, illness and loss of assets.
- Comply with the requirements of federal, state, and local safety and health codes to ensure the well-being and safety of all employees.

In order to achieve these goals, employees shall receive training on the use of equipment, proper and safe operating procedures and site/task-specific job functions. Periodic safety training sessions will be conducted, as needed, to maintain employee awareness.

All employees are responsible for exercising maximum care, good judgment and shall comply with established safety and accident prevention procedures. Unsafe conditions, equipment or practices must be reported to the supervisor immediately. Each employee is expected to abide by all safety rules and procedures and shall wear any and all personal protective equipment required and provided by the employer, when appropriate.

Our safety rules have been written with you in mind. Please follow the rules and help CDCN ensure a safe working environment.

HAZARDOUS MATERIALS

The hazards of all chemical materials present in the workplace shall be communicated to all potentially exposed employees including CDCN office staff and PCAs (per a review of the Member premises during initial intake and recertification visits).

THREATS AND VIOLENCE IN THE WORK ENVIRONMENT

Threats, threatening behavior, intimidation and acts of violence are prohibited. Such behavior directed toward Members, employees, vendors, visitors, guests or other individuals will not be tolerated. Such actions may result in disciplinary action, up to and including termination.

WEAPONS

Possession of firearms, handguns or any potentially dangerous items or materials while performing job duties or while on CDCN's premises, is prohibited. Violation of this policy may lead to disciplinary action up to and including termination.

EMERGENCY PROCEDURES

Employees should always familiarize themselves with the emergency exit/evacuation plans and procedures for the local CDCN office and for each Member's residence in which they work.

MEMBER ACCIDENT OR INJURY – INCIDENT REPORTING

If the Member is injured or suffers an accident while the CDCN employee is present, the employee **SHALL REPORT THE ACCIDENT BY CONTACTING CDCN MANAGEMENT IMMEDIATELY, and then complete an Incident Report.** If warranted, the employee should request emergency services, i.e. an ambulance. **CDCN employees should not use their vehicles to transport Members needing emergency services.**

EMPLOYEE INJURY REPORTING

Employees injured on the job **MUST** report their injuries immediately. CDCN is very concerned about any workplace injury that may occur, and has an active Early Return to Work program for injured workers. If an employee is injured at work or develops a workplace related illness, they should follow these steps:

1. If needed, get medical help.

- If the injury is serious and life-threatening: Someone should call 911 or take the injured worker to the nearest emergency room.
- If the injury is not life-threatening but requires medical treatment the injured worker should go to an urgent care clinic or doctor's office; if neither is available, utilize the emergency room.

2. Call the Injury Hotline to report the injury/illness immediately upon occurrence, whether or not the injury seems serious at the time.

- CDCN has set up a toll free phone line to receive all injury reports.
- CDCN's Injury Hotline phone number is: **1-888-541-1701**, and is available 24 hours a day, 7 days a week to report an injury. If necessary, leave a message and you will be called back.

ALL injuries, whether work-related or not, MUST be reported to the Risk Management Department by calling the Injury Hotline.

NON-WORK-RELATED INJURIES

All employee injuries or serious illnesses must be reported to Risk Management, whether job-related or not. This policy ensures that injured or ill employees will not be expected to resume regular duties unless and until their doctor releases them to regular duty.

WORKERS' COMPENSATION

All CDCN employees are covered by Workers' Compensation insurance. This means that if an employee sustains a work-related injury or illness, CDCN's Workers' Compensation insurance carrier will provide oversight and appropriate compensation. Compensation can be in the form of paid medical expenses and/or compensation for work missed due to the work-related injury or illness.

- The injured employee must report the injury or illness immediately to the Risk Manager to ensure coverage under State law.
- The Risk Manager will report the injury or illness to the work comp insurance carrier. This initiates the work comp "claim" process.
- Work comp claims are then assigned to work comp adjusters who monitor the claims, provide on-going information to the injured employee and work closely with the medical providers to ensure the injured employee is receiving appropriate treatment.

EARLY RETURN TO WORK PROGRAM

Because it is important for an injured employee to stay active while recovering from their injury, CDCN has established an Early Return To Work program. When an injured employee's doctor releases the employee to work, but only under certain conditions/restrictions, the Risk Manager will contact the employee's supervisor to determine what "light/modified" work is available. The injured employee is offered a light duty/modified duty position where they can work until released to full duty by their doctor. These light duty positions are only temporary and can be discontinued if the injured worker is not improving.

GENERAL POLICIES AND PROCEDURES

NON-SOLICITATION

All CDCN Members must sign a contract in order to receive services through CDCN. The contract provides that during the term of service with CDCN, and for a period of 6 months following termination of services, the Member cannot hire or otherwise utilize services of any person previously provided by CDCN, except through a contract with CDCN. If the Member violates these provisions, they will be subject to financial penalties.

PRIVATE PAY POSITIONS

It is the policy of CDCN that an employee cannot care for a CDCN Member, while caring for the same Member under a separate Private Pay employment situation.

FINANCIAL RESPONSIBILITY

You may be held financially responsible for any breakage, loss, or damage you may cause to CDCN's or Member's property or equipment if the same shall have been caused willfully through negligence or disregard for the property of CDCN or Member.

EQUIPMENT FAILURE / DAMAGE

Damage or needed repair to CDCN or Member equipment must be reported immediately to your supervisor. Violation of this requirement is cause for disciplinary action up to and including termination.

TELEPHONE / EQUIPMENT USAGE

The telephone and other CDCN equipment are furnished for the operation of the business. Telephone use for personal calls shall be kept to a minimum. No personal, long-distance calls are to be made and charged to CDCN, or CDCN Members. No personal use of other CDCN equipment is permitted without prior approval from management.

COMPUTER, INTERNET AND EMAIL USAGE

Computers, computer files, Internet access, email and software furnished for employee use are **the property of CDCN and intended for business use only. Employees are not to use passwords**, access files, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

CDCN strives to maintain a workplace free of harassment and therefore prohibits the use of computers and email in ways that are disruptive, offensive to others or harmful to morale. The display or transmission of sexually explicit images, messages and cartoons is not permitted. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes or anything that may be construed as harassment or disrespect for others.

The Internet and email may not be used for solicitation of commercial ventures, religious or political causes or other non-company business.

CDCN purchases and licenses the use of various computer software for business purposes and does not own copyrights to the software or related documentation. Employees may only use the software on approved area networks or on multiple machines according to the license agreement. Illegal duplication of software and related documentation is prohibited.

Employees are required to notify their immediate supervisor or any member of Management upon learning of violations of this Policy.

VEHICLE USE

An employee who operates a motor vehicle (either privately-owned or company-provided) while on CDCN business, must comply with CDCN's Safe Driving Policy. If a personal vehicle is used for company business, proof of insurance with appropriate limits shall be required. **No smoking is allowed in company-owned or leased vehicles.**

Any employee who operates a vehicle on behalf of CDCN shall maintain an unrestricted, appropriate driver's license. By accepting employment with CDCN, you authorize the Motor Vehicle Division of New Mexico to furnish CDCN, upon request, a status report of your driving record. Failure to maintain an unrestricted, appropriate driver's license or vehicle insurability, if driving a private vehicle, may be cause for disciplinary action, up to and including termination. Proof of insurance for any private vehicles may be requested. Company-owned or leased vehicles shall be used for CDCN business purposes only. CDCN's insurance carrier requires that employees not permit members of their family or others to travel in company-owned or leased vehicles. CDCN requires that when employees are transporting Members in their own vehicle, they keep their vehicle clean and respectful to maintain a professional image.

Accidents and/or traffic violations while on CDCN business must be reported immediately to CDCN's Risk Manager. Failure to report accidents and/or traffic violations is cause for disciplinary action, up to and including termination. Fines and/or penalties resulting from accidents or traffic violations due to the employee's negligence are solely the employee's responsibility and will not be paid by CDCN.

MEMBER CONFIDENTIALITY

You are not to discuss or otherwise divulge any information concerning the Member or the business affairs of any Member or CDCN. Any action or expression by an employee considered objectionable by Members, prospective Members or your supervisor may be cause for disciplinary action up to and including termination.

MEMBER RELATIONS

To preserve and foster the public's trust and confidence in CDCN, it is imperative that all employees act with complete honesty and fairness. You are expected to be knowledgeable about your job and applicable laws and regulations pertaining to your job. Whenever you have a question relating to applicable laws or regulations, you should seek out appropriate advice before acting. In dealing with the public, you are expected to exercise good judgment and common sense. Commitments to others should be made only if such commitments realistically

can be met. In this regard, the products and services of CDCN should be presented accurately and fairly.

If you should become aware of actual or potential problems in any area of the business of CDCN, you are expected to inform your supervisor immediately. If you are aware of improvements to policies, procedures, products and/or possible business opportunities that will contribute to customer satisfaction and enhance CDCN, you are urged to bring those improvements to the attention of your supervisor.

COMPANY CONFIDENTIALITY

You may have access to records and/or other information about CDCN and/or other workers. This includes proprietary information, operational procedures, trade secrets and intellectual property. You are not to discuss this information with anyone else without proper authority.

Anything CDCN does to design, produce or market their products is treated as proprietary information, sometimes called trade secrets. Any information that would damage the business of CDCN if it became public knowledge or was disclosed to a competitor is considered a trade secret. This includes, but is not limited to, information relating to operations, service, sales, financial matters, Members or employees.

You are not to discuss Member or company information with any person from outside CDCN or with other employees in any public place where it is possible to be overheard. Should you leave CDCN for any reason, the obligation not to disclose confidential information continues indefinitely.

THEFT OF DRUGS OR MEMBER PROPERTY

A Police Report is filed whenever medications or personal property are reported missing from a Member's residence. If a CDCN employee is formally charged or implicated in any theft of Member or CDCN property, they will be subject to disciplinary action, up to and including termination.

ALCOHOL / DRUGS

Personal use, sale, purchase, transfer, or possession of alcohol or any illegal drug, or the presence of such, in any detectable amount, while performing job duties while on CDCN property, in a Member's home, or in a company-owned or leased vehicle is prohibited. Violation of this policy is cause for disciplinary action, up to and including termination. CDCN requires that each employee be fit for duty as described in each job description.

A copy of CDCN's Fitness for Duty, Drug Free Workplace Policy is in the Appendix.

STANDARDS OF CONDUCT

POLICY

Employees must follow standards of conduct. Violations of these common sense rules of conduct will subject the offender to appropriate corrective action. When misconduct occurs, managers will take such corrective action as deemed appropriate for the committed offense.

PROTOCOLS

1. Employees will arrive on time.
2. Employees will not use their personal cell phones during Member visits except in emergency situations and when clocking in/out using the EVV system.
3. Employees will not give out their personal phone numbers to Members.
4. Employees will not use the Member's phone at any time, except for emergency and Member-related needs.
5. Employees will not arrive at the Member's home with other people or pets.
6. Employees will not borrow any Member belongings or money.
7. Employees will not leave a Member's home before the scheduled time without being authorized by the Scheduler.
8. Employees will report any concerns or problems regarding the delivery of services or tasks to the Regional Coordinator, as soon as possible.
9. Employees will not change their scheduled hours of service without notifying the Scheduler.
10. Employees will provide the Member with a receipt and the appropriate change when asked to shop without the Member being present.
11. Employees will not provide unauthorized services or time.
12. Employees will accurately report time worked.
13. Core PCAs will turn in their timesheets, when applicable, on time as required by CDCN policy.
14. The following acts are specifically prohibited:
 - Working for or with a Member who has terminated services with CDCN within six months of leaving the Company. If this happens, the employee will lose their position with CDCN permanently.
 - Neglect of duty, loitering or leaving place of work during working hours without proper authorization.
 - Smoking or use of smokeless tobacco on CDCN's premises, in company-owned or leased vehicles, in the Member's home, or while on company business.
 - Selling to or soliciting by employees any goods or services, subscriptions, memberships or the like, enlisting participation in special activities, or collecting contributions during working time, unless permitted by CDCN Management.
 - Removing CDCN property, or any property other than one's own, from the premises without proper authorization.

- Sleeping on the job during working hours.
- Deliberately parking in the visitors' or handicapped parking area, or parking in a no-parking area without authorization.
- Engaging in horseplay, scuffling, or creating disturbing or unnecessary noise during business hours or when at a Member's residence.
- Fighting or provoking or instigating a fight on CDCN premises at any time.
- Reporting for work or being on the premises during scheduled working hours unfit for duty due to the influence of alcoholic beverages or illegal drugs, or possessing or promoting the use of alcoholic beverages or illegal drugs.
- Violating safety rules or safety practices or causing injury to another employee by violating a safety rule.
- Abusive, immoral, or obscene language or indecent conduct toward any employee or supervisor at any time.
- Any unauthorized disclosure of confidential information in violation of HIPAA standard, or divulging confidential information regarding a fellow employee or Member to other CDCN Members, employees, friends or family.
- Spreading false or malicious rumors concerning CDCN products or employees.
- Posting or removing anything on or from bulletin boards or CDCN property at any time, or tampering with any signs or notices.
- Deliberately curtailing or hampering operations by willfully or negligently misusing, or destroying or damaging any CDCN property.
- Possession of firearms, explosives or other deadly weapons on CDCN premises.

Violations of the above-listed standards will result in immediate disciplinary action, up to and including termination.

CONFLICTS OF INTEREST

Relationships with Suppliers, Customers and Competitors

If you hold any position of employment, or own or acquire, directly or indirectly, a beneficial interest in any concern you have reason to believe may supply goods or services to, or purchases from, or competes with CDCN, you are required to disclose the full details concerning such interest or relationship. In such circumstances, a conflict may arise if you are in a position to influence decisions with respect to any of CDCN's transactions and if your interest or relationship is such that it might bring into question your continued ability to make independent and impartial judgments that are in the best interests of CDCN.

Gifts or Favors

Acceptance of money, gifts or favors from any individual or concern which you have reason to believe may transact business, or may seek to transact business, with CDCN will constitute a violation of this policy, unless such gift or favor involves no more than an ordinary social amenity. All offers of gifts or favors of more than nominal value should be immediately reported to your supervisor.

Proprietary and Other Confidential Information

Unless duly authorized, you may not provide information to any outside organization or individual about bids, specifications, financial data or transactions, product features, process details or other matters (including computer-generated information of any nature), where such disclosure involves confidential or proprietary information or might otherwise be contrary to the best interests of CDCN.

Use of Company Assets and Resources

You may not engage in activities during work time, use, or cause to be used, without prior written approval from Management, any of CDCN's facilities, equipment, (including any computer resources), materials or supplies for your personal convenience or profit; nor may you take advantage in this manner of outside individuals or organizations doing business, or seeking business, with CDCN. CDCN resources also may not be utilized for non-profit organizations such as trade or professional associations without appropriate Management approval.

PUBLIC CONDUCT

Employees should always be mindful of the position of CDCN in the community. Good reputation and success require continuing adherence to high standards.

Language

All employees are required to refrain from using slang, profanity, and/or offensive remarks including but not limited to age, sex, race, religion, marital status, disability and national origin.

Attire

Each employee reflects the image of CDCN and is required to comply with CDCN's dress code. Disciplinary action, up to and including termination may result if employees refuse to follow this requirement.

Hygiene

All employees must maintain personal grooming habits that reflect a presentable image for CDCN.

Criminal/Civil/Professional Investigation

Due to the nature of CDCN's business, any employee who is subject to any investigation of a civil, criminal, or professional nature, including a DUI, may be reassigned. Other options may be utilized to ensure the safety of Members and the employee, and to protect the interests of CDCN during the investigation period. Depending on the nature of a conviction, termination may result.

Cultural Awareness

CDCN employees are expected to always show respect for other cultural and ethnic groups and to provide quality care and services to everyone, equally, without regard to cultural or ethnic differences.

FRAUD

Fraud is intentional deception or misrepresentation that could result in any unauthorized benefit. Fraud is illegal and carries heavy penalties including misdemeanor or felony convictions, large fines, jail sentences and loss of employment. Federal and State governmental agencies are responsible for identifying, investigating, and referring cases of suspected fraud to law enforcement officials. Because Medicare and Medicaid reimburse CDCN for services we provide to our Members, we are a mandatory reporter of any suspected Medicare or Medicaid fraud. Therefore, any employee, Member, guardian, or legal representative who participates in any of the following activities will be reported to the appropriate government authority and subject to possible termination or discharge from CDCN.

Fraudulent activity includes, but is not limited to:

- Reporting more time than actually worked; Padding time – calling in early to the EVV system before ready to work a shift – or taking a break and not reporting the break as unpaid time by calling out and back into the EVV system.
- Reporting completion of tasks and procedures not performed.
- Accepting pay for time not worked.
- Altering other people’s paperwork.
- Forging other employee or Member signatures.
- Knowingly billing false time or tasks.
- Failure to meet federal or state licensure or certification requirements.
- Presenting, or causing to be presented for payment, any false or fraudulent claim for services or supplies.
- Failing to provide and maintain quality services to Medicare or Medicaid Members within accepted medical community standards.
- Engaging in a course of conduct or performing an act considered improper or abusive of the Medicare or Medicaid programs, or continuing that conduct following notification that it should cease.
- Over-using the Medicare or Medicaid program by inducing or otherwise causing a Member to receive services or supplies not required or requested by the Member.
- Rebating or accepting a fee or portion of a fee or charge for a Medicare or Medicaid Member referral.
- Violating any laws, regulation or code of ethics governing the conduct of occupations, professions or regulated industries.

All suspected fraudulent activity should be reported to the Regional Coordinator, State Director, Quality Improvement Department or the Risk Management Department immediately. There is a Fraud Hotline number that you may call: 877-532-8530

Summaries of the **Federal False Claims Act** and applicable New Mexico statutes are included in the Appendix of this Handbook. Comprehensive training, using “An Overview of the False Claims Act and Federal Health Care Programs” training material, is conducted with all managers and admin staff.

CORPORATE COMPLIANCE

It is policy to obey federal, state, and local laws pertaining to the services provided to our Members. All field and office employees, department managers, and their designees are directly responsible for ensuring that the provision of services and routine operations are compliant with all applicable laws. If you suspect fraudulent or illegal activity is occurring either in an isolated incident or on an on-going basis, you have a duty and responsibility to report the suspect activity to the Corporate Compliance Officer. In their absence, the Risk Manager is an alternate contact. Examples of non-compliance activities include, but are not limited to, the areas of fraud listed above.

A copy of the Corporate Compliance Policy is in the Appendix.



CAREGIVER HANDBOOK

APPENDIX

Revised August, 2018

EVERY LIFE. EVERY MOMENT. EVERY DAY.



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APPENDIX

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COMPLIANCE POLICY STATEMENT

The Company (“Company”) is committed to maintaining an organizational and accountability structure that promotes integrity and ethical behavior, assures compliance with all governmental laws, rules and regulations, and supports the Company’s ethical standards, standards of conduct and zero tolerance for fraud and abuse.

OBJECTIVES

The Company believes a compliance program is beneficial to everyone. It enhances employee morale, productivity and effectiveness. It also improves the quality of care. The Company’s goal is to integrate compliance into daily operations in order to create a better workplace and to ensure quality care.

RESPONSIBILITY

The Company’s Corporate Compliance Officer, Ben Bledsoe, is responsible for overseeing the implementation of the Corporate Compliance program and monitoring adherence to its standards. The Risk Manager assists the Corporate Compliance Officer.

Each Program Manager, State Director or Operations Director is responsible for the compliance efforts within their areas of responsibility. All field and office employees, department managers, officers and their designees are directly responsible for ensuring that the Company, in the provision of services and in routine operations, is compliant with Federal and State law, and Federal, State, and private payer health care program requirements. Each employee is responsible for reporting any perceived or potential compliance infractions.

Due diligence to prevent and detect violations of the law is everyone’s responsibility.

SCOPE

The Company’s Compliance program encompasses all aspects of the Company’s operations and involves all management, staff and employees of the Company.

INTERNAL CONTROLS

Prevention

Pre-screening of potential employees includes OIG and criminal background checks. The Company may prohibit the employment of individuals who have been recently convicted of a felony, a criminal offense related to health care or who are listed as debarred, excluded or otherwise ineligible for participation in Federal health care programs.

Standards of Conduct

All management, staff and employees of the Company are expected to be familiar with and abide by the standards set forth in the Company’s internal policies as well as all governmental

laws and regulations specific to their locations and services. The following issues are of particular concern.

Discrimination or Harassment of any kind is not tolerated by the Company, and should be reported immediately. The Human Resources Department investigates all reports of discrimination or harassment and takes whatever action is needed to resolve the situation.

Safety must function as an integral part of the operations of the Company. The Company must maintain a safe and healthful working environment and must comply with the requirements of Federal, State, and local safety and health codes to insure the well-being and safety of all employees and consumers. Employees must adhere to the proper operating practices and procedures designed to prevent injury, illness and loss of assets.

Fiscal Responsibility involves verifying eligibility of consumers, maintaining accurate records of services provided and billed for, and reconciling payments. The Company is diligent in its efforts to comply with all mandated accounting rules and regulations to ensure that current federal and state health care requirements are being met.

Fraud is defined as an intentional deception or misrepresentation that could result in any unauthorized benefit. Examples of fraud are listed in the Employee Handbook. Fraud is illegal and all discovered instances of fraud are reported to the appropriate authorities. The Company takes the commission of a fraud very seriously, and considers it grounds for immediate termination of employment. **All suspected fraudulent activity must be reported immediately to the department manager or compliance hotline.** In the event of no action, inappropriate action or lack of timely follow-up regarding a report, the Compliance Officer should be contacted.

A summary of the **Federal False Claims Act** is attached to this policy as Addendum 1. Addendum 2 is a brief discussion of **State Law** governing false claims and Medicaid fraud and is included in Employee Handbooks. Comprehensive training is conducted with all managers and staff regarding the provisions of the Federal False Claims Act.

Non-Retaliation

The Company believes in an open-door policy that enables compliance officers, managers and employees to comfortably discuss ethical matters, to ask questions and get answers while preserving the employee's rights to anonymity and confidentiality. The Company does not engage in or tolerate any retaliation or threats of retaliation against anyone who reports, in good faith, a violation or suspected violation of the law, Company policy, standards of conduct or other improprieties.

Reporting & Response

Reports of suspected offenses can always be discussed with an employee's immediate supervisor, department manager, Regional Director, Human Resources Director, or Risk Manager. However, if an employee feels more comfortable reporting a suspected fraud or abuse outside of the "chain of command," they can contact the Compliance Officer directly, at any time.

Employees can make reports anonymously via the Fraud hotline, if they so desire.

No report of a suspected violation is ignored. Each allegation is fully investigated and documented. The investigation may be tailored to the level of the allegation, and if the allegation is substantiated, corrective action is taken. All reports and any corrective actions are documented. If appropriate, corrective actions are communicated to all employees.

If a violation calls for self-reporting to a government agency, the Company immediately does so, and may refer the matter to legal counsel, when appropriate.

Enforcement

Disciplinary action for any employee who has failed to comply with the Company's standards of conduct, policies and procedures, Federal health care program requirements, or Federal and State laws, or who have otherwise engaged in wrongdoing, is decided on a case-by-case basis, and takes into account both mitigating and aggravating circumstances. Corrective action is appropriate to the seriousness of the breach, and may include actions up to termination of employment.

Intentional or reckless noncompliance results in significant sanctions ranging from oral warnings to suspension, termination, or financial penalties. In addition, corrective action may be appropriate where a responsible employee's failure to detect a violation is attributable to his or her negligence or reckless conduct.

The Compliance Officer, working with the appropriate manager or Regional Director, will determine the level of discipline in each case. If there is reason to believe that the misconduct violates criminal, civil, or administrative law, then the Company will promptly report the existence of misconduct to the appropriate Federal and State authorities.

Record-Keeping

All reports of non-compliance, follow-up and disciplinary action are documented. The Company maintains adequate procedures and forms to address recurring issues, so that all incidents are recorded fully and consistently.

MONITORING

The Company believes an ongoing evaluation process is critical to a successful compliance program. The Company's evaluation process produces compliance reports that are maintained by the Compliance Officer. These include reports of suspected noncompliance and any subsequent investigation. The records of the investigation include documentation of the alleged violation, a description of the investigative process, copies of notes from interviews, the result of the investigation, including disciplinary action taken, and any corrective action that may have been implemented.

TRAINING

All new employees receive copies of the Employee Handbook or similar communication. The Handbook includes the Company's standards of conduct and a statement on Corporate Compliance. Modifications and updates are circulated in writing to all employees and discussed in department meetings.

Compliance awareness training is provided to employees at orientation and quarterly

Compliance Notices are sent to employees by the Compliance Officer via newsletter.

Approved by: Ben Bledsoe
signature on file

Title: President/CEO

Date: 2/16/2015

ADDENDUM 1

FEDERAL FRAUD AND ABUSE POLICY United
States Code Title 31 § 3729-3733**False Claims Act**

I. DEFINITIONS

- A. Claim. "Claim" includes any request or demand for money, property, or services made to any employee, officer, or agent of the Government (including, without limitation, Medicare Part B Carriers and Medicare Part A Fiscal Intermediaries), or to any contractor, grantee, or other recipient.
- B. Knowing and Knowingly. "Knowing" and "knowingly" mean that a person, with respect to information, does any of the following:
 - (1) Has actual knowledge of the information.
 - (2) Acts in deliberate ignorance of the truth or falsity of the information.
 - (3) Acts in reckless disregard of the truth or falsity of the information. Proof of specific intent to defraud is not required.
- C. Person. "Person" means any employee, volunteer, manager, contractor or agent of Employer.
- D. Employer. "Employer" means Company.

II. ACTS SUBJECTING PERSON TO DAMAGES, COSTS AND CIVIL PENALTIES; EXCEPTIONS

- A. Liability under the Act. According to the Act, any person who commits any of the following acts shall be liable to the Government (the "Government") for two times the amount of damages that the Government sustains because of the act of that person. A person who commits any of the following acts shall also be liable to the Government for the costs of a civil action brought to recover any of those penalties or damages, and shall be liable to the Government for a civil action brought to recover any such penalty or damages:
 - (1) Knowingly presents or causes to be presented to any employee, officer, or agent of the Government, or to any contractor, grantee, or other recipient of Government funds, a false or fraudulent claim for payment or approval.
 - (2) Knowingly makes, uses, or causes to be made or used, a false record or statement to get a false or fraudulent claim paid or approved.
 - (3) Conspires to defraud the Government by getting a false claim allowed or paid, or conspires to defraud the Government by knowingly making, using, or causing to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the Government.
 - (4) Has possession, custody, or control of public property or money used or to be used by the Government and knowingly delivers or causes to be delivered less property than the amount for which the person receives a certificate or receipt.
 - (5) Is authorized to make or deliver a document certifying receipt of property used or to be used by the Government and knowingly makes or delivers a receipt that falsely represents the property used or to be used.
 - (6) Knowingly buys, or receives as a pledge of an obligation or debt, public property from any person who lawfully may not sell or pledge the property.
 - (7) Knowingly makes, uses, or causes to be made or used, a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the Government.

- (8) Is a beneficiary of an inadvertent submission of a false claim to any employee, officer, or agent of the Government, or to any contractor, grantee, or other recipient of Government funds, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the Government within a reasonable time after discovery of the false claim.
- B. Damages Limitation. Notwithstanding subsection (A) above, a court may decide that no civil penalty shall be assessed, if such court finds all of the following:
 - (1) The person committing the violation furnished officials of the Government who are responsible for investigating false claims violations with all information known to that person about the violation within 30 days after the date on which the person first obtained the information.
 - (2) The person fully cooperated with any investigation by the Government.
 - (3) At the time the person furnished the Government with information about the violation, no criminal prosecution, civil action, or administrative action had commenced with respect to the violation, and the person did not have actual knowledge of the existence of an investigation into the violation.

III. PROSECUTING AUTHORITY AND CIVIL ACTIONS BY INDIVIDUALS AS QUI TAM PLAINTIFF AND AS PRIVATE CITIZENS

- A. Responsibilities of the Attorney General. According to the Act, the Attorney General shall investigate a violation as described under section II above. If the Attorney General finds that a person has violated or is violating section II, the Attorney General may bring a civil action against that person as set forth below.
- B. Actions by private persons. A person may bring a civil action for a violation of the Act for the person and for the Government in the name of the Government. The person bringing the action shall be referred to as the qui tam plaintiff.
- C. Rights of the parties to qui tam (whistleblower) actions.
 - (1) If the Government proceeds with the action, it shall have the primary responsibility for prosecuting the action, and shall not be bound by an act of the person bringing the action. Such person shall have the right to continue as a party to the action, subject to the following limitations:
 - a. The Government may seek to dismiss the action for good cause.
 - b. The Government may settle the action with the defendant.
 - c. Upon a showing by the Government that unrestricted participation during the course of the litigation by the person initiating the action would interfere with or unduly delay the Government's prosecution of the case, or would be repetitious, irrelevant, or for purposes of harassment, the court may, in its discretion, impose limitations on the person's participation, such as:
 - (i) limiting the number of witnesses the person may call;
 - (ii) limiting the length of the testimony of such witnesses;
 - (iii) limiting the person's cross-examination of witnesses; or
 - (iv) otherwise limiting the participation by the person in the litigation.
 - d. Upon a showing by the defendant that unrestricted participation during the course of the litigation by the person initiating the action would be for purposes of harassment or would cause the defendant undue burden or unnecessary expense, the court may limit the participation by the person in the litigation.

- (2) If the Government elects not to proceed with the action, the person who initiated the action shall have the right to conduct the action.
 - (3) The Government may elect to pursue its claim through any alternate remedy available to the Government, including any administrative proceeding to determine a civil money penalty, such as The Program Fraud Civil Remedies Act (the PFCR Act²). The PFCR Act permits Federal agencies to use administrative procedures to obtain penalties and assessments from persons who submit false, fictitious, or fraudulent claims, similar to the claims set forth in section II above. If an alternate remedy is pursued in another proceeding, the person initiating the action shall have the same rights in such proceeding as such person would have had if the action had continued under this section.
- D. Award to qui tam plaintiff.
- (1) If the Government proceeds with an action brought by a person under subsection (b), such person shall, subject to certain limitations, according to the Act receive at least 15 percent but not more than 25 percent of the proceeds of the action or settlement of the claim, depending upon the extent to which the person and/or his counsel substantially contributed to the prosecution of the action.
 - (2) If the Government does not proceed with an action in accordance with this section, the person bringing the action or settling the claim shall receive an amount that the court decides is reasonable for collecting the civil penalty and damages. The amount shall be not less than 25 percent and not more than 30 percent of the proceeds of the action or settlement. Such person shall also receive an amount for reasonable expenses, plus reasonable attorneys' fees and costs.
 - (3) If the Government does not proceed with the action and the person bringing the action conducts the action, the court may award to the defendant its reasonable attorneys' fees and expenses if the defendant prevails in the action and the court finds that the claim of the person bringing the action was clearly frivolous, clearly vexatious, or brought primarily for purposes of harassment.
- E. Government not liable for certain expenses. The Government is not liable for expenses that a person incurs in bringing an action under this section.

IV. PRIVATE ACTION FOR RETALIATION (WHISTLEBLOWER PROTECTION)

Any person who is discharged, demoted, suspended, threatened, harassed, or in any other manner discriminated against in the terms and conditions of employment by the employer because of lawful acts done by the person in furtherance of an action under this section, including investigation for, initiation of, testimony for, or assistance in an action filed or to be filed under this section, shall be entitled to all relief necessary to make the employee whole. Such relief shall include reinstatement with the same seniority status such person would have had but for the discrimination, two times the amount of back pay, interest on the back pay, and compensation for any special damages sustained as a result of the discrimination, including litigation costs and reasonable attorneys' fees. A person may bring an action in the appropriate court of the Government for the relief provided in this subsection.

V. LIMITATION OF ACTIONS

- A. Statute of limitations. A civil action under Section III may not be brought more than 10 years after the date on which the violation was committed.
- B. Retroactivity. A civil action under Section III may be brought for activity prior to the effective date of this Act if the limitations period set in Subdivision A. has not lapsed.

- C. Burden of proof. In any action brought under Section III, the Government or the qui tam plaintiff shall be required to prove all essential elements of the cause of action, including damages, by a preponderance of the evidence.
- D. Estoppel. Notwithstanding any other provision of law, a guilty verdict rendered in a criminal proceeding charging false statements or fraud, whether upon a verdict after trial or upon a plea of guilty or nolo contendere, shall estop the defendant from denying the essential elements of the offense in any action which involves the same transaction as in the criminal proceeding and which is brought under subdivision A, B, or C of Section III.

Anti-Kickback Statute

- I. OVERVIEW OF THE FEDERAL ANTI-KICKBACK STATUTE:
 - A. The Federal Anti-Kickback Statute's main purpose is to protect patients and federal health care programs from fraud and abuse. The Federal Anti-Kickback Statute prohibits certain conduct involving improper payments in connection with the delivery of items or services. These prohibitions apply to anyone who knowingly and willfully solicits or receives any payment in return for referring an individual to another person for the furnishing, or arranging for the furnishing, of any item or service that may be paid in whole or in part by the Medicare, Medicaid, or other federally funded health care program.
 - B. The federal Anti-Kickback Statute applies where an individual offers or makes payments to another person in order to induce referrals or other prohibited conduct. Illegal payments or solicitations of payments include those in cash or in kind, i.e., goods, those made directly or indirectly, and those made overtly or covertly.
- II. LIABILITY FOR VIOLATIONS OF THE ANTI-KICKBACK STATUTE:
 - A. Health organizations and providers that violate the Anti-kickback Statute can be subject to a maximum civil monetary penalty of \$25,000, imprisonment up to five years, or both.
 - B. Conviction would also lead to automatic exclusion from the Medicare, Medicaid, and other federally funded health care programs. Exclusion from these programs may also be sought by the Department of Health and Human Services ("HHS") through an administrative proceeding, without the need to initiate a criminal prosecution. Responsibility for enforcement of the statute is delegated within HHS to the Office of the Inspector General ("OIG").
 - C. Employer prohibits bribes or kickbacks, including a complex array of discounts, rebates, profit-sharing agreements, or other business arrangements that would violate federal laws such as the Anti-Kickback Statute.

Stark Laws

- I. OVERVIEW OF THE STARK LAWS:

Stark I and II are federal statutes that prohibit providers from making referrals to any entity in which they, or an immediate family member, have a financial relationship and which provides certain designated health services, unless an exception applies. A financial relationship includes, but is not limited to, ownership or investment interest, and compensation arrangements.
- II. LIABILITY FOR VIOLATIONS OF THE STARK LAWS:
 - A. Providers that violate the Stark Laws can be subject to the denial of payment of all designated health service claims and civil money penalties for knowing violations of the prohibitions.
 - B. Violations may also be pursued under the Federal False Claims Act.

- C. Employer prohibits referrals and prohibits providers from referring patients for health care services to entities in which the provider has a financial relationship that would violate federal laws such as Stark.

Training

- I. ALL EMPLOYEES OF COMPANY:
 - A. Consumer and Caregiver Training: A copy of this Summary is attached as an Addendum to the Company's Corporate Compliance Policy and provided to all employees. The Corporate Compliance Policy, with the False Claims Act Addendum, is provided to all new consumers and caregivers during orientation. In addition, all employee handbooks and consumer training manuals contain a summary of the False Claims Act, included in the Medicaid Fraud section of the handbooks and manuals.
 - B. Administrative Staff: Comprehensive training is conducted with all managers and staff using the training booklet "Deficit Reduction Act Compliance Training Program – An Overview of the False Claims Act and Federal Health Care Programs."
- II. CONTRACTORS AND AGENTS: All contractors and agents of the Company are provided with a copy of this Summary and the applicable State False Claims Act Summary.

ADDENDUM 2

NEW MEXICO FALSE CLAIMS ACT & MEDICAID FRAUD

January 2007

- I. OVERVIEW OF NEW MEXICO FRAUD AND ABUSE LAWS
 - A. The New Mexico Medicaid False Claims Act is contained in NMSA §27-14-1 through 15. The purpose of the New Mexico Medicaid False Claims Act is to deter persons from causing or assisting to cause the State to pay Medicaid claims that are false and to provide remedies for obtaining treble damages and civil recoveries for the State when money is obtained from the State by reason of a false claim. The unlawful acts listed in the Federal False Claims Act, that subject a person to liability for Medicaid fraud, are the same under New Mexico's False Claims Act.
 - B. The New Mexico False Claims Act provides for civil action against the filing of false claims under the Medicaid program and provides for Qui Tam (whistleblower) monetary awards. The Act also mandates that all company employees, contractors and agents receive training relating to the Federal and State False Claims Act.

- II. QUI TAM
 - A. "Qui Tam" is defined as an action brought under a statute that allows a private person to sue for a recovery, part of which the State will receive.
 - B. The Human Services Department can, after investigating the claim brought by a private person, take over the responsibility of prosecuting the action. The person bringing the action shall have the right to continue as a nominal party. The Department can dismiss the action or settle it over the objections of the person bringing the action. If the State elects not to proceed with the action, the person bringing the action shall have the right to conduct the action.
 - C. Depending on who proceeds with the action, the person bringing the action could, subject to certain limitations, receive between 15% and 30% of the proceeds of the action or settlement of the claim, plus reasonable expenses as determined by the court.

- III. EMPLOYEE PROTECTION: NMSA § 27-14-4
 - A. "Any employee who is discharged, demoted, suspended, threatened, harassed or otherwise discriminated against in the terms and conditions of employment by the employer because of lawful acts done by the employee on behalf of the employee or other in disclosing information to the (Human Services) department or in furthering a false claims action pursuant to the Medicaid False Claims Act, ... shall be entitled to all relief necessary to make the employee whole."

- IV. LIABILITY FOR VIOLATIONS OF FRAUD AND ABUSE LAWS
 - A. Pursuant to NMSA § 27-14-4, in a civil action brought under the New Mexico False Claims Act, any person who commits an unlawful act as defined in the statutes, is liable to the State for three times the amount of damages that the State sustains as a result of the Act. Depending on the circumstances, the person committing the fraud may also be subject to a criminal proceeding and additional penalties.
 - B. With some exceptions, persons who have engaged in unlawful acts pursuant to the False Claims Act may be liable to the United States Government for a civil penalty that is not less

than \$5,000 and not greater than \$10,000 plus three times the amount of damages the Government sustains because of the act of that person.

V. DEFINITIONS

A. FRAUD

The intentional deception or misrepresentation that an individual knows, or should know to be false, or does not believe to be true, and makes, knowing the deception could result in some unauthorized benefit to himself or some other person(s).

B. FRAUD & ABUSE

Fraud: To purposely bill for services that were never given or to bill for a service that as a higher reimbursement than the services produced.

Abuse: Payment for items or services that are billed by mistake by providers, but should not be paid for by Medicare/Medicaid. This is not the same as Fraud.

VI. TRAINING

The Act requires that all Company employees, contractors and agents receive training or education relating to the pertinent elements of the Act.

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review the **Corporate Compliance Policy** and additional information relating to Fraud and Abuse in the **Employee Handbook**.

If you have any questions regarding this subject, please contact your manager, supervisor, or the Corporate Compliance Officer.

EMPLOYEES ARE OBLIGATED TO REPORT POTENTIAL FRAUD AND ABUSE. EMPLOYEES WHO IN GOOD FAITH REPORT SUSPICIONS OF MEDICAID FRAUD OR ABUSE ARE PROTECTED FROM ANY FORM OF RETALIATION.

FITNESS FOR DUTY**DRUG FREE WORKPLACE POLICY**

Revision Date 5/1/2009

POLICY STATEMENT

Because drug and alcohol abuse in the workplace results in decreased productivity, increased liability exposure, and higher workers' compensation insurance premiums, New Mexico Consumer Direct Personal Care, LLC ("Company") has a substantial and vested interest in not only providing, but also ensuring, a drug-free workplace for the safety and welfare of employees and consumers, as well as the Company.

OBJECTIVES

The goal of this Policy is to monitor and address any workplace or work time situation wherein a Supervisor or Manager determines an employee is unfit for duty, and/or address any substance abuse issues affecting the workplace, while adhering to the procedural requirements imposed by law.

RESPONSIBILITY

The Human Resources Manager is responsible for the overall implementation and management of the Fitness For Duty Drug Free Workplace Policy. This includes communication of the Policy's Standards of Conduct to all new employees, investigation of reports of violations of the Policy, and providing assistance to employees who voluntarily seek help with drug or alcohol dependency issues. The Risk Manager will assist the Human Resources Manager, as needed.

Senior Management approves and supports all aspects of this Policy.

Approved by: Signature on file Date: May 1, 2009

Signature

Bruce Kramer / Senior Vice President

Name

/ Title

SCOPE

Compliance with this Policy is required of all Company employees.

1. Standards of Conduct. The following standards of conduct apply to all employees:

- a. Employees are strictly prohibited from working while unfit for duty which may include but is not limited to impairment resulting from the use of legal or illegal drugs or alcohol.

- b. The use, possession, transportation, purchase, promotion or sale of dangerous drugs on Company property, while performing Company business, or while attending a Company function is strictly prohibited. In addition, the Company prohibits an employee from being at work under the influence of alcohol or dangerous drugs. Dangerous drugs are those drugs designated as controlled Substances in Title 21 of the United States Code, Section 812, except a drug used pursuant to a valid prescription or as authorized by law. Other than as set forth in subparagraph c. below, the use by employees of alcohol and/or being under the influence of alcohol while working, while on Company property, or while using a Company vehicle or equipment, is prohibited.

The term “Company property” is used in its broadest sense and includes all land, property, buildings, structures, installations, parking lots, and means of transportation owned by or leased by the Company or otherwise being utilized for Company business. Private vehicles used by employees for work-related activities and vehicles parked on Company property are included within this prohibition.

- c. If approved, employees may bring or consume alcoholic beverages on Company premises in connection with and during Company-authorized events, but only to the extent that such use does not lead to impaired performance, inappropriate behavior, endangering the safety of any individual or violation of applicable laws.

2. Policy on Rehabilitation.

- a. Any employee who feels that he or she has a problem with some form of chemical dependency is encouraged to seek assistance. Requests for information concerning such assistance will be kept confidential. An employee seeking assistance for drug or alcohol dependency **may be** afforded coverage under the Company's health care plan. The employee will need to review their benefit plan document to determine coverage issues.
- b. The Company will grant rehabilitation leave to employees seeking treatment on a voluntary basis. To request leave, employees must contact the Human Resources Manager. To be eligible for paid leave (use of sick or vacation days), employees must have completed the eligibility period of employment prior to seeking sick or vacation pay leave. Employees who have been with the Company for less than the described eligibility periods of time **may be** entitled to the same total leave, but it will be without pay. Once the Company has initiated a drug and alcohol test process for an individual employee, that employee no longer has the right to request treatment on a voluntary basis. The cost of rehabilitation will be at the employee's expense, except to whatever extent covered by the Company's health care plan.
- c. Any employee who leaves a treatment program prior to completion of, and proper discharge from, the program will be immediately terminated from employment.

3. Sanctions. The following sanctions shall apply to employees violating the Company's standards of conduct, for being unfit for duty, or testing positive for dangerous drugs or alcohol:
 - a. Employees who violate company policy regarding standards of conduct set forth herein are subject to discipline up to and including immediate dismissal.
 - b. Employees who knowingly create a dangerous situation by working while impaired as a result of prescription or over-the-counter pain killers or other medicines, are subject to discipline, up to and including immediate dismissal.
 - c. Employees who test positive for dangerous drugs or alcohol pursuant to the procedures set forth below are subject to discipline up to and including immediate dismissal.
 - d. Employees who test positive the first time for dangerous drugs or alcohol may also be required to participate in a drug and/or alcohol counseling treatment or rehabilitation program at the employee's expense (unless covered by applicable health coverage), as an alternative to termination. Testing positive for dangerous drugs and/or alcohol a second time, will result in immediate termination.
 - e. Employees who test positive for dangerous drugs or alcohol will be subject to follow-up testing including random testing.
 - f. No negative sanctions will be imposed on an employee by the Company if the employee presents a reasonable explanation or medical opinion indicating the positive test results were not caused by illegal or otherwise prohibited use of dangerous drugs or by alcohol consumption. This explanation must be given to the Medical Review Officer ("MRO") and confirmed as a reasonable explanation, resulting in the rendering of the test as negative. Any such explanation will be treated as confidential
 - g. Refusal by an employee to submit to initial testing, follow-up testing, or random testing will be deemed a positive test and therefore subject the employee to immediate dismissal.
 - h. Employees who attempt to tamper with drug or alcohol test samples are subject to immediate dismissal.
4. Types of Testing. The Company may perform the following types of testing for dangerous drugs and alcohol:
 - a. Fitness for duty reasonable suspicion testing of applicable employees.
 - b. Follow-up and random testing of employees who test positive, but per Management prerogative have not been immediately terminated. Follow-up and random testing may be performed up to two years from the date of the positive test.

- c. Testing of applicable employees involved in work-related accidents causing death or personal injury or property damage.
- d. Testing of applicable employees involved, or suspected of being involved, in causing or contributing to any work-related injuries.

All compensated employees, including officers, directors and supervisors are subject to this Policy. However, this does not include independent contractors.

Fitness For Duty Reasonable Suspicion Testing

Employees will be subject to a Fitness For Duty medical evaluation, to include appropriate current methodologies for drug and alcohol testing when any Supervisor or Manager determines there are reasons to believe that the employee is or was at work while in violation of this Policy or if the Company has reason to believe that an employee has negatively impacted the Company's reputation via after hours use of dangerous drugs or alcohol.

Testing methodologies include but are not limited to: urinalysis, saliva, breathalyzer, hair follicle, etc. A fitness for duty reasonable suspicion referral for testing will be made on the basis of documented, specific, contemporaneous, articulable observations concerning an employee's appearance, behavior, and speech. The following, not all-inclusive, list of conditions may be signs that an employee is under the influence of drugs and/or alcohol and, if at work, is unfit for duty:

- Abnormally dilated or constricted pupils
- Dulled mental processes
- Glazed stare - redness of eyes (sclera)
- Flushed face
- Change of speech (e.g. faster or slower)
- Redness under nose
- Needle marks
- Change in personality (e.g. paranoia)
- Poor concentration
- Constant fatigue or hyperactivity
- Slurred speech
- Smell of alcohol
- Excessive, unexplained absences
- Slowed reaction rate
- Difficulty walking
- Forgetfulness/performance faltering

Reasonable suspicion determinations will be made by any Manager or Supervisor who reasonably concludes that an employee may be in violation of this Policy. A fitness for duty medical evaluation, including drug testing, may be conducted anytime while an employee is

on duty, immediately before or after the employee’s regular work period, or anytime after hours if it is determined the employee’s behavior is negatively reflecting on the Company’s reputation. While waiting for the results of a drug test, the employee will be assigned to non-safety-sensitive functions.

5. Dangerous Drugs to be Tested for. The Company will utilize a 10-Panel test for the following types of dangerous drugs:

Initial	Screen	Confirmation Screen
Marijuana (THC)	50ng/ml	15ng/ml
Cocaine Metabolites	300ng/ml	150ng/ml
Opiates	2000ng/ml	300ng/ml
Amphetamines	1000ng/ml	500ng/ml
PCP	25ng/ml	25ng/ml
Benzodiazepines	200ng/ml	50ng/ml
Barbiturates	200ng/ml	200ng/ml
Methaqualone	300ng/ml	300ng/ml
Propoxyphene	300ng/ml	150ng/ml
Methadone Ethanol	300ng/ml	150ng/ml

The Company reserves the right to modify this list from time-to-time to include additional substances in the Panel.

6. Prohibited Alcohol Concentration Level. Employees who test positive for alcohol concentration at or above .04 and/or are materially impaired will be deemed to be in violation of this Policy.
7. Testing Procedures. Fitness for duty medical evaluations will be conducted during, or immediately before or after the regular work period of the employee to be tested, and the time spent by the employee while being tested, and in going to and from the testing facility, will be considered work time for purposes of compensation and benefits. All drug and alcohol testing will be conducted at Company-designated laboratories approved or certified by the United State Department of Health and Human Services, the College of American Pathologists, or the State Department of Health Services. The Company has contracted with state-approved drug and alcohol testing service companies to perform all testing, using scientifically accepted analytical methods and procedures, which may involve urinalysis, saliva, breathalyzer, hair follicle, or any other current methodology utilized by licensed testing facilities, including any other reliable and scientifically accepted industry available tests that may be developed. All test samples will be labeled in such a manner as to reasonably preclude the possibility of misidentification of the employee tested in relation to the test result provided by the testing entity.

Positive tests will be subject to confirmation through a chromatographic technique, such as gas chromatography-mass spectrometry or another comparably reliable, analytical method. Confirmed positive tests will be reviewed by the Medical Review Officer prior to the imposition of sanctions against an employee. The initial test will be at the Company's

expense and employees will be paid at their regular rate, including benefits, for time attributable to the testing procedure.

All testing results are confidentially maintained by the Human Resources Manager. A copy of the testing protocols is available from the Human Resources Manager.

8. Dispute Resolution Procedures. If an employee is tested for drugs and alcohol and the employee disputes the test result or believes that they have a reasonable explanation for a failed test, the employee will be given the opportunity to provide the Medical Review Officer with any medical information that is *relevant* to interpreting the test *results*, including information concerning currently or recently used prescription or non-prescription drugs.

The employee will be provided a copy of the test report. The employee has the right to request an additional test of the split sample by an independent laboratory selected by the person being tested. If a second test is requested, the cost of such test will be at the employee's expense if the test is positive and at the Company's expense if the test is negative. Employees with positive drug or alcohol tests will be offered the opportunity, in a confidential setting, to provide information that they believe may tend to rebut or explain the positive results obtained in their test. The Human Resources Manager will make the final employment decision or recommendation after considering the results of any drug test(s).

9. Confidentiality Requirements. All information, interviews, reports, statements, memoranda, and test results shall be confidential and shall not be disclosed to anyone, except:
 - a. The tested employee.
 - b. The Company's Human Resources Manager.
 - c. In connection with any legal or administrative proceeding arising out of the implementation of sanctions, or in response to inquiries relating to a work-related accident involving death, personal injury, or property damage when there is reason to believe that the employee may have caused or contributed to the accident.
 - d. Information obtained in the testing process that is unrelated to the use of dangerous drugs or alcohol may not be released by the Medical Review Officer to the employer.

10. Chain of Custody Requirements. The collection, transportation and confirmation testing of any drug test samples will be performed in accordance with 49 C.F.R. §40.73.

11. Summary of Criminal Sanctions for Use of Dangerous Drugs. The manufacture, distribution, possession, or use of dangerous drugs (other than pursuant to a valid prescription or otherwise authorized by law) is illegal under State and Federal law, and is subject to various criminal sanctions, including fines of up to \$50,000 and prison sentences of up to life in prison. In some cases there are mandatory minimum prison sentences. Federal sanctions are generally more severe than are State sanctions.

12. Distribution of Safety Materials. Company will make information available to all employees concerning the health and workplace safety risks of using controlled substances and alcohol. These materials will be distributed at the time each employee receives a copy of this Policy and to all employees who test positive for dangerous drugs or alcohol. Employees wishing to receive additional copies of these materials may do so by contacting the Company's Human Resources Department.
13. Search and Inspection. While on Company premises or while engaged in Company business, employee vehicles, desks, equipment, lockers, brief cases, back packs, purses, etc. may be searched or inspected by a member of Management at any time, if the Company feels there is reasonable cause to do so.
14. Pre-Employment Testing. At this time, the Company has chosen not to engage in pre-employment drug or alcohol testing, but reserves the right to change this policy at any time and without advance notice.

EXPOSURE CONTROL PLAN

Policy

The Company ("Company") is committed to providing a safe and healthful work environment for its entire staff. In pursuit of this endeavor, the following Exposure Control Plan ("ECP") is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA standard 29 CFR 1910.1030 "Occupational Exposure to Bloodborne Pathogens."

The ECP is a key document to assist the Company in implementing and ensuring compliance with the standard, thereby identifying employees potentially at risk for occupational exposure to blood or other infectious materials and therefore are at risk for exposure to HIV and HBV.

This Plan is reviewed with all employees at orientation and thereafter at least annually.

Approval

Approved by: Signature on File _____ Date: April 18, 2008 _____
Signature
Bruce Kramer / _____ Senior Vice President
Name / Title

Program Administration

The Risk Management Department is responsible for the implementation of the ECP. The Risk Management Department will maintain, review and update the ECP at least annually, and whenever necessary to include new or modified tasks and procedures which affect occupational exposure and to reflect new or revised employee positions with occupational exposure.

Those employees who are determined to have occupational exposure to blood or other potentially infectious materials ("OPIM") must comply with the procedures and work practices outlined in this ECP.

The Company will maintain and provide all necessary personal protective equipment ("PPE"), engineering controls (e.g., sharps containers), labels and red bags as required by the standard and applicable to home health care.

The Risk Management Department is responsible for maintaining appropriate employee health and OSHA records.

The Company is responsible for training and documentation of training. The Risk Management Department is responsible for making the written ECP available to employees, OSHA, and the NIOSH representatives.

Exposure Determination

OSHA requires employers to perform an exposure determination concerning which employees may incur occupational exposure to blood or other potentially infectious materials. The exposure determination is made without regard to the use of personal protective equipment (i.e. employees are considered to be exposed even if they wear personal protective equipment.) This exposure determination is required to list all job classification in which all employees may be expected to incur such occupational exposure, regardless of frequency. At this facility the following job classifications are in this category.

In addition, OSHA requires a listing of job classifications in which some employees may have occupational exposure. Since not all the employees in these categories would be expected to incur exposure to blood or other potentially infectious materials, tasks or procedures that would cause these employees to have occupational exposure are also required to be listed in order to clearly understand which employees in these categories are considered to have occupational exposure. The job classifications and associated tasks for these categories are as follows:

- Job Classifications in which *all* employees have Occupational Exposure:
 - Nurses, Home Health Aides, C.N.A.s., P.C.A.s, Habilitation Aides

- Job Classifications in which some employees have Occupational Exposure:
 - Physical Therapists
 - Occupational Therapists
 - Speech Therapists
 - Medical Social Workers

- Job Classifications in which there is little Chance of Exposure:
 - Office staff
 - Administrative personnel

- Tasks and Procedures in Which Occupational Exposure May Occur:
 - Handling of blood, blood products or body fluids or objects contaminated thereof
 - Invasive procedures
 - Care of newborns, infants and children
 - Phlebotomy or vascular access procedures and the care thereof
 - Contact with laboratory or pathological specimens
 - Wound care
 - Contact with mucous membranes or non-intact skin
 - Handling or disposal of medical waste
 - Cleaning or processing of contaminated equipment
 - Dialysis
 - Suctioning or sputum induction
 - CPR and intubation

- Handling of soiled linen
- Cleaning or decontamination of environmental surfaces

Method of Compliance

Methods of compliance to include but not limited to:

- ◆ **Standard Precautions**
All employees will utilize standard precautions.
- ◆ **Exposure Control Plan**
Employees covered by the bloodborne pathogens standard receive an explanation of the ECP during their initial training session. It will also be reviewed in their annual refresher training. All employees have an opportunity to review this Plan at any time during their work shifts by contacting the Risk Management Department. If requested, the employee will be provided with a copy of the ECP free of charge and within 15 days of the request.
- ◆ **Engineering Controls and Work Practices**
Engineering controls and work practices controls will be used to prevent or minimize exposure to bloodborne pathogens. The specific engineering controls and work practice controls used are listed below:
 - Handwashing Policies and Procedures
 - Isolation Practices
 - Medical Waste Policies and Procedures
 - Personal Protective Equipment Policies and Procedures

Employees are prohibited from eating, drinking, smoking, applying makeup or handling contact lenses in work areas where there is a reasonable likelihood of occupational exposure. Food and drink should not be stored in refrigerators, freezers, shelves, cabinets or on countertops where blood or other potentially infectious materials are present.

Needles, razor blades, broken glass and other contaminated “sharps” must be placed directly in a puncture-resistant, biohazard sharps container at the point of use. Gloves must always be worn when handling sharps.

The Risk Management Department identifies the need for changes in engineering control and work practices through review of records, maintaining incident logs and analyzing trends by Safety Committee activity.

The Safety Committee will evaluate new procedures or new products regularly by reviewing literature, supplier information, and product demonstration.

Both front line workers and management officials are involved in this process, by posted notice, orientation, memo in pay checks, or annual recertification.

The Risk Management Department will ensure effective implementation of these recommendations.

Hepatitis B Vaccination

Hepatitis B vaccine is available to all employees (who have some risk of occupational exposure) unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons.

The Hepatitis B vaccination series is available at no cost after training and within 10 days of initial assignment to employees identified as having risk for occupational exposure. Vaccinations will be provided by the Public Health Department.

Employees who decline to accept Hepatitis B vaccination must also sign a consent form. This does not prohibit the employee from choosing to receive the vaccine at a later date nor shall it adversely impact their job assignment.

Employees will receive counseling from a health care provider on the Hepatitis B vaccine, including information on efficacy, safety, method of administration, and the benefits and side effects of being vaccinated.

Post-Exposure Follow-up

Should an exposure incident occur, contact your department supervisor.

Following an exposure incident, all employees shall receive a confidential medical evaluation and follow-up that includes these elements:

- Documentation of the route(s) of exposure and the circumstances under which the exposure occurred.
- A description of the employee's duties as they relate to the incident.
- Identification and documentation of the source individual, when known.
- Arrangements will be made and consent obtained from the source individual to be tested as soon as possible to determine HIV, HCV and HBV infectivity; with documentation that the source individual's test results were conveyed to the employee's health care provider. If the source individual is already known to be HIV, HCV and/or HBV positive new testing need not be performed.
- Assure that the exposed employee is provided with the source individual's test results and with information about applicable disclosure laws and regulations concerning the identity and infectious status of the source individual (e.g. laws protecting confidentiality).
- After obtaining consent, collect exposed employee's blood as soon as feasible after exposure incident, and test blood for HBV and HIV serological status.
- If the employee does not give consent for HIV serological testing during collection of blood for baseline testing, preserve the baseline blood sample for at least 90 days; if

the exposed employee elects to have the baseline sample tested during this waiting period, perform testing as soon as feasible.

- The employee's relevant medical records and vaccination dates shall be made available to the healthcare professional evaluating the employee.

Results of the source individual's testing, if known, shall be made available to the exposed employee and the employee shall be informed of applicable laws and regulations concerning disclosure of the identity and infectious status of the source individual.

A written report of this medical evaluation shall be available to the employee within fifteen (15) days of exposure. This report will be limited to:

- The employee being informed of the results of the evaluation
- The employee being told of any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment

All other finding or diagnoses will remain confidential and will not be included in the written report.

Procedures For Evaluation The Circumstances Surrounding An Exposure Incident

The Risk Management Department will review the circumstances of all exposure incidents to determine:

- Engineering controls in place at the time
- Work practices followed
- A description of the device being used
- Protective equipment or clothing that was used at the time of the exposure incident (gloves, eye shields, etc)
- Location of the incident
- Procedure being performed when the incident occurred
- Employee's training

The Risk Management Department will record all percutaneous injuries from contaminated sharps in the Sharps Injury Log.

If it is determined that revisions need to be made, the Risk Management Department will ensure that appropriate changes are made to this ECP. (Changes may include an evaluation of safer devices, adding employees to the exposure determination list, etc).

Employee Training

All employees who have occupational exposure to bloodborne pathogens receive training conducted by the Company.

All employees who have occupational exposure to bloodborne pathogens receive training on the epidemiology, symptoms and transmission of bloodborne pathogen diseases. In addition, the training program covers, at a minimum, the following elements:

- A copy and explanation of the standard.
- An explanation of our ECP and how to obtain copy.
- An explanation of methods to recognize tasks and other activities that may involve exposure to blood and OPIM, including what constitutes an exposure incident.
- An explanation of the use and limitations of engineering controls, work practices, and PPE.
- An explanation of the types, use, location, removal, handling decontamination and disposal of PPE.
- An explanation of the basis for PPE selection.
- Counseling from a health care provider on the Hepatitis B vaccine, including information on efficacy, safety, method of administration, the benefits of being vaccinated as well as the side effects of being vaccinated and that the vaccine will be offered free of charge.
- Information on the appropriate actions to take and persons to contact in any emergency involving blood or OPIM.
- An explanation of the procedure to follow if an exposure incident occurs including the method of reporting the incident and the medical follow-up that the employer is required to provide for the employee following an exposure incident.
- An explanation of the signs and labels and/or color coding required by the standard and used by the Company.
- An opportunity for interactive questions and answers with the person conducting the training session.

Training materials are available from the Company and the Risk Management Department.

Recordkeeping

Training Records:

- Training records are completed for each employee upon completion of orientation. These documents will be updated yearly and kept with the employee's personnel file.

Training records include:

- The dates of the training session
- The contents or a summary of the training session
- The names and qualifications of persons conducting the training
- The names and job titles of all persons attending the training sessions.

Employee training records are provided upon request to the employee or the employee's authorized representative within 15 working days. Such requests should be addressed to the Human Resources Department.

Medical Records

Medical records are maintained for each employee with occupational exposure in accordance with 29 CFR 1910.1020 "Access to Employee Exposure and Medical Records.

The Risk Management Department is responsible for maintenance of the required medical records. These confidential records are kept in the Risk Management Department for at least the duration of the employment.

Employee medical records are provided upon request of the employee or to anyone having written consent of the employee within 15 working days. Such requests should be sent to the Risk Management Department.

OSHA Recordkeeping

An exposure incident is evaluated to determine if the case meets OSHA's Recordkeeping Requirements (29 CFR 1904). This determination and the recording activities are performed by the Risk Management Department.

Sharp's Injury Log

In addition to the §1904 Recordkeeping Requirements, all percutaneous injuries from contaminated sharps are also recorded in the Sharp's Injury Log. All incidents must include at least:

- The date of injury.
- The type and brand of the device involved.
- The department or work areas where the incident occurred.
- An explanation of how the incident occurred.

The Sharps Log is reviewed at least annually as part of the annual evaluation of the program and is maintained for at least five years following the end of the calendar year that they cover. The Log is maintained by the Risk Manager. If a copy is requested by anyone, it must have any personal identifiers removed from the report.

Communication of Hazards

All blood or potentially infectious materials shall have a biohazard label affixed to the container (blood and blood products for clinical use are exempt) or shall be stored in red bags or red containers.

SAFE DRIVING PROGRAM SUMMARY

Policy Statement

The Company (“Company”) has made a commitment to safety, service, and quality to both our employees and customers. All employees assigned the privilege of driving a Company vehicle, as well as employees using personal vehicles in the course of company business, have an obligation to operate said vehicles in accordance with Federal, State and local laws, codes and regulations. Every Company employee has the responsibility to exercise safe conduct and common courtesy toward the general public, motorists and pedestrians while operating a vehicle during the course of company business.

Motor Vehicle Record (MVR) Policy

It is a Company policy and requirement for employment that every employee with driving duties have a valid driver’s license and a motor vehicle record (“MVR”) that meets the grading requirements of the Company. This MVR policy applies to all drivers who operate a vehicle in the course of company business, including company-owned, leased or private vehicles.

Insurance

All employees of the Company, who are authorized to use their personal vehicles in the course of company business, must carry adequate liability insurance coverage on their vehicle. The Company requires proof of insurance upon hire and periodically thereafter, as long as the employee is using their personal vehicle in the course of company business. Driving a personal vehicle without valid insurance is grounds for immediate termination.

The Law

Company employees are instructed to obey all traffic regulations at all times. Any violations of traffic laws and any fines resulting from citations are the responsibility of the individual receiving the citation. Employees with an excessive number of traffic violations will not be allowed to drive as part of their job. (See MVR policy.)

Cell Phones

It is against Company policy for anyone who is driving, in the course of company business, to talk on a cell phone – no exceptions. If an employee gets a call while driving, they must first pull over, and then answer the call, or simply let the call go to voice mail and check the message later, when not driving. If a call is missed, the driver must pull over before checking their voice mail. To use a cell phone during the course of Company business while in a vehicle, the vehicle must be parked.

Seat Belts

Motor vehicle accidents are the number one cause of on-the-job deaths. To reduce risk, Company employees and passengers are required to use vehicle-equipped restraining devices (any/all seat belts and shoulder straps) when driving or riding while on company business.

Accidents

All accidents are to be reported to the Risk Manager (via the Injury Hotline 888-541-1701, if necessary) as soon as reasonably possible, with written notification to follow within twenty-four (24) hours after the accident occurs.